



State of Utah

Product Description

Product Number: 4201.04.15

HUMAN RESOURCE ENTERPRISE - EMPLOYMENT

Effective Date: July 1, 2014
Revision Date: March 5, 2014
Version: 001
Product Owner: Bart Olsen
Product Manager: Bart Olsen
Phone: 801-538-3114
E-mail: bartolsen@utah.gov

Human Resource Enterprise (HRE) is the State of Utah's Human Resource Information Management System. The system is used for all State of Utah Enterprise Human Resource activities. Its major components include employment, recruitment, training, and job and position management.

HRE is available to users of the system 24 x 7 365 except for fiscal year end processing. The data for this system is backed up every night by the DTS hosting group.

The hours of support required for Employment are listed below.

Application	Support Hours	Days of Week
Employment	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
New Hires / Re-Hires	The systems records all required information when an employee is first hired or rehired.
Organization Information	Identifies financial organizational information
Salary Management	Contains all current and historical salary information
Assignment Activities	All information related to what job and position the employee is assigned to
Recruitment	Attributes of recruitment are identified
Job and Position	Attributes of the job and position are identified
Terminations	Termination information such as date of termination etc

State of Utah

Product Description

Interface to on-boarding vendor	There is an interface that passes new hire and rehires records to the vendor. We receive updates for new hires and rehires from the vendor. We send a file that contains all active employee records for case management.
Interface to UMD	There is an interface that passes HR information required by UMD
Interface to Payroll	There is an interface that passes HR information required by payroll
Payroll	The process that captures the initial required payroll information
Security of Data	Data is secured by enterprise and agency level security access. However, if an agency chooses to download the information DHRM has lost control of the information. We do restrict the download of private information. A security process through the business is required before access is granted.

Features Not Included

Feature	Explanation
Org charting	At present there is no automated org charting as part of the HRE
All items not included in the design	Functionality that is not included in the design of the HR system or explicitly required and agreed upon as an enhancement is not included
User Training	DTS support does not include the updating of user training manuals or user training. DHRM has in place processes to complete this training.
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the DHRM existing help processes already in place.

Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate unless specified in a separate SBA.
Hosting Services	The Department of Technology Services (DTS), Hosting Services product involves the management of servers, storage, and backup/restore services for executive branch agencies within the State.	See Current Hosting Product Description

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DHRM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DHRM

DTS Responsibilities

DTS is responsible for:

1. Utilizing DTS methodologies for development and first round testing of changes to the application
2. Being able to customize the deliverable as requested by the customer
3. Maintaining the system per the request of the user within the hourly rate
4. Managing the project for making enhancements
5. Nightly backups
6. Restores as necessary
7. Server administration and management where the system resides
8. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
9. Internet and network connectivity as needed
10. Define technical requirements for enhancement requests and legislative changes.
11. Provide Project Management
12. Performing back-end database updates to fix bad data causing problems in the application.
13. Evaluate proposed legislation with respect to its impact on DHRM application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.

Agency Responsibilities

The Agency is responsible for:

1. Providing direction and guidance for the scope of maintaining the system
2. Following change processes if the scope of the project changes
3. Providing access to needed business resources for information gathering
4. Training users of the system and creating and maintaining all application functionality documentation of the system

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Human Resource Enterprise - Employment	24 X 7 365 except for scheduled down time for support maintenance and operations of fiscal year end. DTS will provide support during DHRM regular business hours.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
---------------------------------	--

State of Utah

Product Description

Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied